

## **POSITION DESCRIPTION**

Position: Receptionist  
Program: Reno Restart  
Reports to: Operations and Compliance Manager  
Status: Non-exempt  
Date Revised: 04/2019

### **POSITION SUMMARY:**

The Receptionist is responsible for assuring quality services for the Restart Program. Objectives include administrative and clerical support, as well as providing direction and guidance to clients, visitors and staff as required. The Receptionist will maintain the front lobby operations by ensuring cleanliness, directing agency traffic as appropriate, providing necessary information to persons seeking assistance, and assisting staff and clients with appointments and other requests. Work is performed in a cost effective and service oriented manner as it relates to established organizational standards.

### **OBJECTIVES/ACTIVITIES:**

- A. Provide receptionist, administrative, and clerical support for the Restart Program.
1. Greet walk-in traffic politely and professionally, sign in visitors, staff and clients as appropriate.
  2. Answer telephones politely and professionally, transferring calls to appropriate staff extensions.
  3. Update voice prompts on automated phone system.
  4. Take written messages and deliver as appropriate.
  5. Provide agency information and application procedures as requested.
  6. Copy and distribute intake/application packets and other paperwork as needed.
  7. Provide general referral information based on client situation and needs.
  8. Schedule appointments and maintain schedule calendar for program staff.
  9. Make appointment reminder calls for program staff.
  10. Notify appropriate staff of walk-ins and scheduled appointment arrivals.
  11. Check intake and application packets for completeness when turned in by the client.
  12. Post all organization closures or other notifications as requested.
  13. Open and close agency doors at appropriate times.
  14. Assist with closing the back when appropriate.
  15. Maintain sign-in book and front desk manual.
  16. Enter client information into Clarity HMIS database.
  17. Provide monthly/quarterly reports to supervisor as requested.
  18. Distribute client mail as requested.
  19. Distribute clothing vouchers.
  20. Distribute and wash towels for client showers.
  21. Maintain the laundry sign-up sheet.
  22. Assist clients with laundry.
  23. Keep front lobby area and front bathrooms clean and free from debris and other items that may be hazardous.
  24. Stock needed toiletries in client bathroom.
  25. Assist clients with emergency food per Case Manager.
  26. Provide back-up coverage for the Resource Center when requested.
  27. Sign individuals up for campus community service.
  28. Maintain community services records.

29. Order food pantry supplies and compile monthly reports.
30. Receive client rent payments and provide clients with receipt.
31. Copy necessary documents.
32. Data entry as required.
33. Perform other duties and special projects as assigned.

B. Responsible for self-development and assist in development of other staff.

1. Continually learn and enhance technical and interpersonal skills.
2. Attend staff meetings/assigned training seminars and complete required certifications as needed to perform duties.
3. Train new staff on front desk duties as needed.

**EQUIVALENT EDUCATION AND EXPERIENCE:**

A minimum of a high school degree is required. Front desk experience with multiple phone lines preferred. This position requires demonstrated ability to communicate and comprehend oral and written instructions and to provide services to clients without ethnic or social prejudices. It requires the ability to prioritize work responsibilities and the ability to perform work to high standards. General knowledge of issues and challenges unique to homelessness, substance abuse, young adults, minorities, and persons with disabilities is preferred. Necessary office skills include proficiency with computers, especially data entry using Excel and Word. The position requires demonstrated ability in record keeping, mathematical comprehension, good written and verbal communication skills, ability to provide a kind and welcoming environment to all clients, visitors, and staff, and a polite telephone demeanor.

**SPECIFIC SKILLS REQUIRED:**

- Teamwork skills
- Ability to interface and remain assertive with diverse and distressed populations
- Maintain prompt and regular attendance
- Manage multiple phone lines
- Oral and written communication skills
- Ability to maintain confidentiality
- Computer skills
- Ability to type a minimum of 40 wpm
- Excellent organizational skills
- Ability to multitask, adapt, and be flexible with change
- Analytical and decision making ability and exercising good judgement
- Knowledge of general eligibility for Restart Programs
- Knowledge of agency policies and procedures as well as resources in the community
- Tolerance, patience, and a willingness to learn
- Professionalism, respecting clients and staff, and treating them with dignity and respect

**PHYSICAL REQUIREMENTS:**

- Lift and move up to 25 pounds
- Physically able to safely maneuver weight distribution of office supplies
- Stand, walk, bend, stoop, and sit frequently
- Kneel occasionally

**NATURE OF SUPERVISION RECEIVED:**

Daily activities are many times performed independently with accessible guidance and direction from the supervisor. Ability to work without supervision and make appropriate decisions, prioritize, and complete tasks with a level of urgency is essential to this role. This person must be able to function both independently and in a team environment working towards attainment of operational goals.

**SUPERVISION EXERCISED:**

This position does not supervise, however, may be delegated training and lead responsibilities as needs may require.

**RESPONSIBILITIES FOR BUSINESS CONTACTS:**

This position requires daily contact with visitors, clients, and all levels of staff. The Receptionist is responsible for promoting company image and adhering to company practices and procedures, while establishing and maintaining good working relationships with all individuals with whom he/she interacts. Tact, discretion, and resourcefulness are required at all times.

**FINANCIAL RESPONSIBILITY:**

Minimal, however, errors in receipts and distribution for accounting can have major impact.

**NUMBER OF EMPLOYEES:**

No employees report to this position.

**This Receptionist job description does not constitute a written or implied contract and may be changed as business needs arise.**

Indicate anything that would keep you from meeting the job duties as outlined above.

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Employee Signature \_\_\_\_\_ Date Signed: \_\_\_\_\_